

**Notice of Allowability**

Application No.

09/575,710

Examiner

Quang N. Nguyen

Applicant(s)

MOTOYAMA ET AL.

Art Unit

2141

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--**

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to the RCE filed 12/31/2007.
2. ☒ The allowed claim(s) is/are 1,3,4,6-11,13,14,16-21,23,24 and 26-39.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a) ☐ All    b) ☐ Some\*    c) ☐ None    of the:
  1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

\* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS ( as "replacement sheets") must be submitted.
  - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review ( PTO-948) attached
    - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date \_\_\_\_\_.
  - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

**Attachment(s)**

1. ☐ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☒ Information Disclosure Statements (PTO/SB/08),  
Paper No./Mail Date 20071231
4. ☐ Examiner's Comment Regarding Requirement for Deposit  
of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☐ Interview Summary (PTO-413),  
Paper No./Mail Date \_\_\_\_\_
7. ☒ Examiner's Amendment/Comment
8. ☐ Examiner's Statement of Reasons for Allowance
9. ☐ Other \_\_\_\_\_

Quang N Nguyen  
Primary Examiner  
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***Examiner's Amendment***

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

***Information Disclosure Statement***

2. The information disclosure statement (IDS) submitted on 12/31/2007 is in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being considered by the examiner.

3. Authorization for this Examiner's Amendment was given in a telephone interview with the Applicant's Representative, Mr. Kurt M. Berger (Reg. No. 51,461), on January 14<sup>th</sup>, 2008.

4. Please amend claims 1, 4 and 8 as below:

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**Claim 1. (Currently amended)** A system for monitoring a device, comprising:

a monitoring unit located within the device and configured to obtain and store information of an event in the device which is an interaction between a user and the device, wherein the monitoring unit is configured to

monitor the event as it occurs using sensors internal to the device;

record ID information, a cumulative session identifier for the event, and a duration of the event corresponding to the cumulative session identifier;

determine and store a sequence of use for a plurality of subcomponents of the device; and

transmit the information of the event from the device, wherein the information of the event includes the sequence of use, the ID information, the cumulative session identifier, and the duration of the event;

a receiver configured to receive the information of the event of the device transmitted by the monitoring unit;

an analyzer configured to analyze the information of the event to identify a problem or abnormal condition of the device to determine a service request to be performed on the device; and

a service depot comprising a computer configured (1) to receive the service request from the analyzer over a Wide Area Network (WAN), (2) to analyze the service request, and (3) to contact a user of the device regarding the service request.

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**Claim 11. (Currently amended)** A computer program product, comprising: a computer storage medium and a computer program code mechanism embedded in the computer storage medium for causing a computer system to monitor a device, the computer program code mechanism comprising:

a first computer code device configured to obtain and store information of an event in the device which is an interaction between a user and the device, wherein the first computer code device is configured to

monitor the event as it occurs using sensors internal to the device;

record ID information, a cumulative session identifier for the event, and a duration of the event corresponding to the cumulative session identifier;

determine and store a sequence of use for a plurality of subcomponents of the device; and

transmit the information of the event from the device, wherein the information of the event includes the sequence of use, the ID information, the cumulative session identifier, and the duration of the event;

a second computer code device configured to receive the information of the event of the device transmitted by the first computer code device;

a third computer code device configured to analyze the information of the event to identify a problem or abnormal condition of the device to determine a service request to be performed on the ~~remotely-monitored~~ device; and

a fourth computer code device configured to cause a service depot comprising a computer (4) to receive the service request from the third computer code device over a

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Wide Area Network (WAN), (2) to analyze the service request, and (3) to contact a user of the device regarding the service request.

**Claim 21. (Currently amended)** A computer-implemented method for monitoring a device, comprising:

obtaining and storing, by a monitoring unit located within the device, information of an event in the device which is an interaction between a user and the device, wherein the obtaining step comprises

monitoring the event as it occurs using sensors internal to the device;

recording ID information, a cumulative session identifier for the event, and a duration of the event corresponding to the cumulative session identifier;

determining and storing a sequence of use for a plurality of subcomponents of the device; and

transmitting the information of the event from the device, wherein the information of the event includes the sequence of use, the ID information, the cumulative session identifier, and the duration of the event;

receiving, by a receiver, the information of the event of the device transmitted by the monitoring unit;

analyzing, by an analyzer, the information of the event to identify a problem or abnormal condition of the device to determine a service request to be performed on the device;

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receiving, by a service depot comprising a computer, the service request from the analyzer over a Wide Area Network (WAN);

analyzing, by the service depot, the service request; and

contacting, by the service depot, a user of the device regarding the service request.

5. Pursuant to MPEP 606.01, the title has been changed to read:

-- METHOD AND SYSTEM FOR MONITORING, COLLECTING INFORMATION,  
DIAGNOSING AND SERVICING A REMOTE SYSTEM --

6. Claims 1, 3, 4, 6-11, 13, 14, 16-21, 23, 24 and 26-39 are allowed.

7. Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should clearly labeled "Comments on Examiner's Amendment".

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8. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quang N. Nguyen whose telephone number is (571) 272-3886.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's SPE, Rupal Dharia, can be reached at (571) 272-3880. The fax phone number for the organization is (571) 273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

A handwritten signature in black ink, appearing to read 'Nguyen', with a long, sweeping horizontal line extending to the right.

Quang N. Nguyen  
Primary Examiner – AU 2141  
January 21<sup>st</sup>, 2008